

**Mara Institute of Technology
School of Business and Management
Extension Education Programme**

**A STUDY ON LORRY OWNERS ACCEPTANCE
TOWARDS THE IMPLEMENTATION OF THE TOLL SYSTEM
AT THE NORTH KLANG STRAITS BYPASS**

By

Zainul Hassan

Munir Said

Mohd Bakry Mohamad

Zakiah Zainal

Hazlinda Mohamed Zain

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Zainul Hassan
Munir Said
Mohd Bakry Mohamad
Zakiah Zainal
Hazlinda Mohd Zain

1. INTRODUCTION

1.1 Background Information

Roads are vital for the development and growth of a country. However, due to the high cost of construction, repair and maintenance of road in recent years, the government decided to introduce a toll system in newly built highways.¹

Presently, the toll system are introduced at the Slim River Highway, Kuala Lumpur - Seremban Highway, Tambak Johor causeway and the North Klang Straits Bypass. The government also hopes to introduce the toll system at Bukit Kayu Hitam Highway, Senai - Johore Bahru, the Penang Bridge and the Kuala Lumpur - Karak Highway.²

¹
"Tolls on all highways justified, says Dr. M"
The Sunday Star, January 20, 1985. p. 5 col. 1

²
"Bayaran toll 35 sen bagi setiap 1.6 km?" Berita Harian, Januari 12, 1985. p. 9 col. 9